Santa Clara Fire Department Customer Service Survey

Hazardous Materials Division 1675 Lincoln Street Santa Clara, CA 95050-4653

One of the Santa Clara Fire Department's objectives is to provide superior levels of customer service. Your feedback telling us what is going well and what needs improvement is essential to our success in our efforts to better serve you. Please take a moment to respond to the following questions. Please print and complete the form, then mail or deliver it to the address above.

| Who was the service provider? (Please of Bazardous Materials Division | check only one box) ☐ Fire Prevention Division | | | | |
|--|---|-------|----------|----------------------|--|
| ☐ Suppression Division | ☐ Administrative Personnel | | | | |
| What was the nature of your contact with us? (Please check only one box) | | | | | |
| \square General Information \square Problem Resolution \square Technical Assistance | | | | | |
| \square Registration Assistance \square Permit/Licensing \square Other: | | | | | |
| Check As Appropriate: | | | | | |
| | Strongly | _ | | Strongly | |
| Statements | Agree | Agree | Disagree | Disagree | |
| Staff was courteous and helpful | | | | | |
| Staff provided complete, accurate | | | | | |
| information to you. | | | | | |
| A timely response was provided. | | | | | |
| My overall experience was positive. | | | | | |
| Please complete the section below if your contact with us involved permitting/licensing/registration assistance: | | | | | |
| | Strongly Agree | Agree | Disagree | Strongly Disagree | |
| The Regulations were understandable. | | | | | |
| The application instructions were understandable. | | | | | |
| The permit/license/registration terms | | | | | |

and conditions were understandable.

| Please indicate the name(s) of any staff person you would like to commend: |
|--|
| Comments: |
| |
| |
| If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred: |
| |
| |
| |
| As a result of your experience with us, what service-related improvements can you recommend? |
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Mail the completed from to: David R. Parker Hazardous Materials Administrator 1675 Lincoln Street Santa Clara, CA 95050-4653